


Worldwide Customer Service
State Of Connecticut- *process and procedures for maintenance and trouble reporting-*

1. Open trouble ticket. **The preferred method is to open a ticket using Electronic Maintenance Business Direct. <https://www.businessdirect.att.com>**
2. **ONLY if EM is not available, please dial any of the Following numbers below for the appropriate service. See maintenance contacts list below:**

Follow the prompts and:

1. *Provide the name of your organization*
2. *Provide the nature of your trouble*
3. *Provide Contact Name and Telephone Number*
4. *Request a Ticket Number*
5. *Record the Date and Time of your report*
6. *Request status interval.*
7. *AT&T circuit ID*

If critical or an emergency please escalate immediately- if under normal outage circumstances escalation is required if responses are not given within an hour. In general, problems are most effectively resolved at the lowest possible level. If the problem cannot be resolved at a particular level, then escalation should be made to the next appropriate level.

Maintenance Contacts

Product/Service	Helpline Numbers
Long Distance Service	800-222-1000
Enhanced Toll Free 800Advanced Features	800-325-5555
AT&T Local Service	800-829-1011
Internet Svc. Hotline	888-613-6330; Prompts 2; 1

When normal processes require extra help or focus in order to ensure that customer and business requirements are met, issues should be escalated to the Maintenance Contacts listed below - in accordance with the severity of faults and in keeping with the process of escalation. An issue should be escalated if AT&T provides an unacceptable response or does not provide a response within the assured time frame.

Escalation is initiated with the center where the trouble was reported by requesting the involvement of a supervisor within the center.

3. Escalate immediately if response time is over one hour. (contacts noted below).
4. Please escalate one level every one to two hours if not satisfied with the response time at each level

Note: Any need to escalate an issue, should be brought to the immediate attention of the Service Manager - Deb Serrels 401-294-2519 or e-mail serrels@att.com. and Business Manager – Charles Pepe 413-785-4430 or e-mail cpepe@att.com


Worldwide Customer Service
**ENTERPRISE MAINTENANCE MODEL ESCALATION CONTACT LIST
VOICE / DATA SERVICES**
Long Distance

LEVEL	CONTACT	NUMBER	HOURS OF OPERATION
1 - 3	Service Reliability Management Team	866 305-5164 Prompts 1-3	Out pages (24 X 7)
4	Maintenance Director Doug Ditto	866-305-5164 Prompt 4	Out pages (24 X 7)
5	Maintenance VP Tammie Bailey-Fults	866-305-5164 Prompt 5	Out pages (24 X 7)
6	Maintenance Service Vice President Cortney Lewis	866-305-5164 Prompt 6	Out pages (24 X 7)

**ENTERPRISE MAINTENANCE MODEL ESCALATION CONTACT LIST
LOCAL SERVICES**

LEVEL	CONTACT	NUMBER	HOURS OF OPERATION
1	Service Reliability Management Team	800-829-1011	24X7 Out Pages
2	Manager Kevin Connell	732-392-1395 pager/800-258-8818 pin2580212	24X7 Out Pages
3	Manager Ed Mc Fadden	732-392-1446 pager/800-258-8818 pin 2580086	8am-4pm
3	Manager Leighton McInnis	732-392-1410 pager/800-258-8818 pin 2580247	4pm-12am
	Director	732-392-1431	

4	Critical Issues Manager Frank Mingnone	pager/800-258-8818 pin 2580249	24X7 Out Pages
5	Vice President Lindy Harrington	925-224-3973 pager/800-258-8818 pin 2580025	24X7 Out Pages

**ENTERPRISE ACCOUNT TEAM - SERVICE AND PROVISIONING CONTACT LIST
ALL SERVICES**

RESOURCES

AT&T Account Team

**Strategic Account
Manager**

Name	Carl Minicucci	Phone	860-678-3804	Fax	860-678-3669
Email	minicucci@att.com			Cell	860-483-1134
Address	8 Two Mile Road Farmington, Ct 06032				

**Field
Service Manager**

Name	Eve Schab	Phone	860-678-3825	Fax	860-678-3669
Email	jmfrazier@att.com				
Address	2071 Roosevelt Ave. Springfield, Ma 01104				

Service Manager

Name	Deb Serrels	Phone	401-294-2519	Fax	401-276-3360
Email	serrels@att.com				
Address	Saunderson, RI 02874				

**Client Business
Manager**

Name	Charles Pepe	Phone	860-678-3761	Fax	413-732-9710
Email	cpepe@att.com	Cell	860-490-6661	Home	413-532-9271
Address	8 Two Mile Rd. Farmington, Ct. 06032				

Director of Sales

Name	Michael Gethings	Phone	860 679-5839	Fax	860 678-3672
Email	mgethings@ems.att.com				
Address	8 Two Mile Road				

Farmington, CT 06032